

**BY ORDER OF THE COMMANDER
HEADQUARTERS, 377TH AIR BASE WING (AFMC)
KIRTLAND AIR FORCE BASE,
NEW MEXICO 87117-5606**

KAFB INSTRUCTION 36-3003

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Personnel

FAMILY READINESS PROGRAM



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This instruction implements AF Policy Directive 36-30, *Military Entitlements*, and 36-3009, *Family Support Center Program*. It defines the policies, procedures, and requirements necessary for the 377th Air Base Wing Family Support Center (FSC) to provide support to Kirtland AFB military members and their families before, during, and after separations caused by unaccompanied tours and temporary duty assignments of 15 or more days. It applies to all Kirtland Air Force Base active-duty military and Department of the Air Force civilians, both of which are herein referred to as “members.” This instruction does not apply to Air Force Reserve and Air National Guard personnel.

1. General. Air Force has established readiness NCO positions in all Family Support Centers due to increased emphasis on the readiness of its members and their families. Information and proper planning can prevent some of the family stresses associated with deployments to both the member and their family and ensure the highest state of readiness for all Air Force members.

2. Responsibilities :

2.1. The 377th Mission Support Squadron Personnel Readiness Unit (PRU) (377 MSS/DPMDX) will ensure the base out-processing checklist includes the Family Support Center on all contingency exercise/mobility temporary duty orders.

2.2. The 377th Mission Support Squadron Outbound Assignments Element (377 MSS/DPMAR) will ensure the FSC is a mandatory checkpoint on its base out-processing checklist for remote assignments.

2.3. Kirtland AFB Associate Units will:

2.3.1. Ensure they include the FSC as part of its unit out-processing and in-processing checklists for all temporary duty (TDY) of 15 days or more. **NOTE:** To avoid redundancy, this requirement is not necessary when unit members will process through PRU.

2.3.2. Ensure all members designated to fill mobility positions receive a readiness briefing by the FSC within 2 months of appointment. The unit must coordinate with the FSC to ensure personnel receive annual briefings thereafter.

2.4. The Family Support Center (FSC) will:

2.4.1. Provide readiness/pre-deployment briefings, to include the services available through the FSC. Family members are highly encouraged to attend.

2.4.2. Register a member's spouse, caregiver, or significant other for the Hearts Apart Program. The member must provide one copy of their orders and a DSN number where they may be reached.

NOTE:

The length of the Hearts Apart calls will be a maximum of two 30-minute routine calls per week.

2.4.3. Provide videophone availability, by appointment. One videophone call will take the place of one morale call.

2.4.4. Make contact with spouse/caregiver/significant other within 10 days of member's departure. Information will include essentially all information briefed to the member.

2.4.5. Establish periodic phone contact with spouse/caregiver (if they wish) during separation. Purpose of contact will be to ensure loved ones are safe and well, to provide information on new FSC programs, services, or changes thereof, to offer assistance, or to lend an ear.

2.4.6. Contact the member to welcome home and remind them that the FSC and most of its programs and services remain available even when there is no separation.

GARY D. DILLS, Colonel, USAF
Commander